

## **PCMC - 10 Point Program for 2013**

- 1. Inspections**
- 2. Competition**
- 3. Information**
- 4. Vision & Perspective Plan Document**
- 5. Services through e-Governance**
- 6. Capacity Building**
- 7. Policies**
- 8. Preparation for e Office**
- 9. Office Improvement**
- 10. Vigilance & Monitoring Cell**

## **1. Inspections**

1. To ensure quality of service delivery by PCMC
2. To monitor attendance and discipline of PCMC staff
3. To monitor presence and delivery of outsourced services
4. To monitor quality of outsourced services
5. Primary aim is to improve service delivery with secondary aim of fixing the responsibility on grossly negligent behaviour by PCMC staff
6. Surprise, random inspections
7. Inspections every day
8. Inspections by Asst. Commissioner level officer
9. Inspections every day in a different Electoral Ward
10. Feedback to Commissioner next day
11. Monitoring Cell at Commissioner Office – Categorisation of corrective actions -  
Actions to be taken immediately (within 3 days), actions to be taken in 15 days &  
actions to be taken in 3 months
12. Direct communication of action points to field officers with copy to controlling officers
13. Geo tagging of all facilities, utilities and services provided by PCMC
14. Nodal Officer – Shri. Shahaji Pawar (Asst. Commissioner Property Tax)

## **2. Competition**

1. To promote healthy competition among the staff and utilities provided by PCMC
2. To motivate the officers and employees doing good work
3. To reward the good performing staff
4. Annual event – Launch every 26<sup>th</sup> January, Competition period till 31<sup>st</sup> December, Evaluation till 20<sup>th</sup> January, Prize distribution on 26<sup>th</sup> January, Launch of next year program on 26<sup>th</sup> January
5. Detail and objective marking system to measure the performance
6. Competition at Prabhag level and then at City level
7. Prizes at Prabhag level and City level
8. Prizes for Best – Ward Office, Garden, Dispensary, School, Hospital, Ground, Swimming Pool, Library, Gymnasium, Taxation Office, RTI friendly department, well maintained Crematorium etc.
9. Evaluation 3 levels – Prabhag level by outside Prabhag staff, Semi final by Class I Officers, Final evaluation by Independent agencies (e.g. Yashada, BAIF etc)
10. Nodal Officer – Sh. Ajij Karche (Asst. Commissioner – B Prabhag)

### **3. Information**

1. To effectively implement Right to Information Act
2. Proactive disclosure of Information (Form 1 to 17)
3. Give information about the Department, it's structure, activities, services, forms, procedures, projects, achievements etc on web
4. Website updation
5. Interactive website
6. Information booklets on utilities and services provided by PCMC e.g. Water Supply, Sewerage, Building Permission etc
7. Information boards in offices
8. Signages in offices and on Roads
9. Nodal Officer – Sh. Uday Tekale (Asst. Commissioner – Elections)

#### **4. Vision and Plan Document**

1. To think and plan for PCMC for the year 2040
2. Vision and Perspective Plan for each Department
3. Plan for 2040 with intermediate targets for 2020 & 2030
4. Clear vision for each department
5. Take cognizance of existing resources, required resources in future, advancements in technology, success stories in India and overseas
6. Plan with suitable action points
7. Take help of experts/expert organizations in India who would act as consultants e.g. TISS, Yashada, CSE, NEERI, ASCI, BAIF etc
8. Nodal Officer – Sh. Satish Kulkarni (Asst. Commissioner – Women & Child Development)

## **5. Services through e-Governance**

1. To use the software created under NMMP more effectively
2. To offer timely, efficient and quality services to citizens through CFCs
3. To increase the number of CFCs from 5 to 16 (all taxation offices) by April 2013 and to further increase it to 64 (all electoral wards) by Dec 2013
4. To tie up with Govt of Maharashtra and Govt of India to provide all Govt services under one umbrella
5. To include all private services (e.g. railway reservation, insurance, mobile bill payment etc) in the CFCs
6. To make CFCs ONE STOP ALL SERVICES centre
7. To run the CFCs through private agencies on outsourced basis – PCMC to provide software and back end services while private operator to provide shop, hardware and front end services. Revenue to be shared by both in terms of actual costs
8. To have CFCs as state of art, modern outlets
9. To take help of NIC experts who would act as consultants
10. Nodal Officer – Sh. Neelkanth Poman (Computer Officer)

## **6. Capacity Building**

1. To conduct training workshops for the new Corporators on functioning of Municipal Corporation, Budget, Tender Procedure, Account Rules, Projects etc
2. To conduct training workshops for PCMC Officers in latest practices and concepts in Municipal Governance
3. To update the knowledge of technical wing (Engineering & Medical) through regular workshops
4. To increase the efficiency of the Officers by having training sessions by Management Experts
5. To plan and have a calendar of training workshops for different groups
6. To conduct exposure visits of Corporators & Officers to successful projects in the State and in India
7. Nodal Officer – Sh. Amrutrao Sawant (Joint Municipal Commissioner)

## **7. Policies**

1. To have clear set of rules to prevent arbitrary decisions by Officers or Corporation
2. To prepare policies on important subjects
3. To prepare policies in consultation with all the stakeholders – Prepare draft, Invite suggestions by the stakeholders, Present it before concerned Subject Committee, Get the approval of the General Body
4. Prepare policies for
  - i. Land use (Bhoomi Jindagi)
  - ii. Hawkers
  - iii. Sports
  - iv. Plastic Use
  - v. Non Motorised Transport (NMT)
  - vi. Hoardings
  - vii. Medical Reimbursement (proposed Dhanvantari Scheme)
  - viii. Assistance to SHGs etc.
  - ix. Kala (Arts)
5. Nodal Officer – Sh. Prakash Kadam (Additional Commissioner)



## **8. Preparation for e Office**

- Prepare all Departments for smooth roll out of e office
- Study the implementation of NRHM, Collector Office Sindhudurg and Mantralaya model
- Prepare plan for Capacity Building and Change Management
- Procure hardware if necessary
- Obtain digital keys for officers
- Obtain software from NIC and customise it as per requirement of PCMC
- Appoint a consultant for implementation of e office
- Prepare action plan with timelines
- Implement e office in 3 phases – small depts., medium depts., heavy work load depts..
- Nodal Officer – Dilip Gawade, Asst. Commissioner, Asst. Nodal Officer – Neelkantha Poman

## 9. Office Improvement

- Reception Desk – Receptionist, Information about various depts. of PCMC, various schemes, forms etc (Nagarik Mitra)
- Sitting arrangement, Water & Toilet facilities for citizens (Modern and Clean)
- Clear signages about the Departments etc
- Beautification – Proper parking, landscaping, Posters of schemes etc
- Uniform for employees (once a week), Standard ID card
- Green Buildings –
  - a. Solid Waste – ban plastic, find alternatives for plastic
  - b. Water – Rain water harvesting of all important buildings
  - c. Waste water recycling
  - d. Energy – Energy saving devices, Solar lighting etc
  - e. Pollution – Use of Bus or Public transport or Cycle
- Nodal Officer – Shri M.T. Kamble City Engineer, Asst. Nodal Officer – Shri Sanjay Kulkarni, Env't department

## **10. Vigilance & Monitoring Cell**

- To supervise and monitor all the civil works and major procurements (above 5 lakhs) done by PCMC
- To demystify and simplify the work undertaken for easy understanding of corporators, officers and citizens
- To prepare norms for various kinds of works (e.g. cost per km of road with standard width, cost per pole of light etc.)
- To conduct surprise checks to ensure that the quantitative and qualitative aspects of work are being followed
- To create a special cell in the Commissioner's Office so as to conduct scrutiny of procurement and civil works files received by Commissioner Office
- Nodal Officers – Shri. Pravin Tupe, Jt. City Engineer & Shri. Bhagwan Ghadge, Chief Auditor

### **Action Points for 10 Point Program**

1. Divide the task into different quantifiable tasks
2. Assign priority to these tasks and prepare an action plan to achieve the same
3. Give specific time to achieve these tasks (specific timelines)
4. Prepare activity schedule
5. Prepare detail guidelines for easy understanding of all departments, corporators and citizens
6. Prepare a small, attractive booklet by compiling the guidelines of all departments
7. Use the forum of weekly meeting to address all the officers